



CSDVRS, LLC

600 Cleveland Street, Suite 1000, Clearwater, FL 33755

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VIA COURIER AND ELECTRONIC FILING

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street S.W.
Washington, D.C. 20554

ATTN: Alison Kutler, Acting Chief, Consumer and Governmental Affairs Bureau

RE: Application of CSDVRS, LLC D/B/A ZVRS, as Indirectly Majority-Owned and Controlled by Kinderhook, for Full Certification to Provide Video Relay Service and Request for Confidential Treatment; CG Docket Nos. 03-123 and 10-51
Third Amendment

Dear Ms. Dortch:

On February 20, 2015, CSDVRS, LLC d/b/a ZVRS (“ZVRS”), as indirectly majority- owned and controlled by Kinderhook Capital Fund IV, L.P. and its affiliate Kinderhook Capital Fund IV-B, L.P., both of which are advised by Kinderhook Industries, LLC (collectively referred to herein as “Kinderhook”), submitted to the Federal Communications Commission (“Commission”) an application (the “Application”) for a full certification to provide Video Relay Service (“VRS”) that is eligible for compensation from the Interstate Telecommunications Relay Service Fund (“TRS Fund”).¹ ZVRS filed an amendment to the Application on July 14, 2015. ZVRS subsequently filed a second amendment to the Application on November 20, 2015.

Pursuant to Section 1.65 of the Commission’s rules, the applicants are filing the enclosed third amendment to the Application in order to advise the Commission of certain updates to the information supplied in the Application and Second Amendment.

¹ ZVRS is currently operating pursuant to a conditional certification on an interim basis following the consummation of Kinderhook’s acquisition of ZVRS on February 5, 2015. See Notice of Grant of Conditional Certification for CSDVRS, LLC, to Provide Video Relay Service After Its Acquisition by Kinderhook Capital Fund IV, L.P., Public Notice, 29 FCC Rcd 16237 (CGB rel. Dec. 23, 2014) (“Public Notice”), recon. Denied, Order, 30 FCC Rcd 583 (CGB rel. Jan, 2015).

For the reasons stated in the Application, and pursuant to 47 C.F.R. §§ 0.457, 0.459, ZVRS requests that the Commission provide confidential treatment for the company-specific, highly sensitive and proprietary commercial information in the attached report and withhold that information from public inspection. The confidential information has been redacted from the version electronically filed with the Commission. In addition, the confidential information constitutes highly sensitive commercial information that falls within Exemption 4 of the Freedom of Information Act (“FOIA”).

In accordance with the Commission’s rules,² attached are one original and four copies of the report. A redacted version for public inspection is being electronically filed via the Commission’s Electronic Comment Filing System.

In support of this request and pursuant to Section 0.459(b) of the Commission’s rules, ZVRS hereby states as follows:

1. Identification of the specific information for which confidential treatment is sought.

ZVRS requests confidential treatment with respect to the confidential information redacted from the version filed electronically with the Commission.

2. Identification of the circumstance giving rise to the submission.

ZVRS is amending its Application for full certification as a VRS provider, in accordance with 47 C.F.R. §§ 1.65, 64.606. The amended Application includes updated corporate proprietary information per the requirements of 47 C.F.R. § 64.606.

3. Explanation of the degree to which the information is commercial or financial or contains a trade secret or is privileged.

The confidential information in the ZVRS annual compliance report is highly sensitive commercial information specific to the operations and strategies of ZVRS. This information is generally safeguarded from competitors and is not made available to the public.

4. Explanation of the degree to which the information concerns a service that is subject to competition.

The confidential information involves VRS, a nationwide competitive service.

5. Explanation of how disclosure of the information could result in substantial competitive harm.

Disclosure of the redacted information could cause substantial competitive harm to ZVRS, because it would provide competitors insight into confidential operational and strategy information, including the company’s critical infrastructure, that would not otherwise be available, which would work to ZVRS’s severe competitive disadvantage.

6. Identification of any measures taken to prevent unauthorized disclosure.

² See 47 C.F.R. §§ 0.457, 0.459, 1.419.

ZVRS routinely treats the redacted information as highly confidential and exercises significant care to ensure that such information is not disclosed to its competitors or the public.

7. Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.

ZVRS does not make the redacted information available to the public, and this information has not been previously disclosed to third parties, except where required by the Commission and the TRS Fund Administrator, each of whom protect the confidentiality of such submissions.

8. Justification of the period during which the submitting party asserts that the material should not be available for public disclosure.

ZVRS requests that the redacted information be treated as being confidential on an indefinite basis as it cannot identify a date certain on which this information could be disclosed without causing competitive harm to ZVRS.

Respectfully submitted,

/s/ Gregory Hlibok

Gregory Hlibok
General Counsel and Compliance Officer
CSDVRS, LLC
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Clearwater, FL 33755
(443) 574-7042

Attachments

cc: Eliot Greenwald, Deputy Chief, Disability Rights Office, Consumer and Governmental Affairs Bureau

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
)	
Telecommunications Relay Services and)	CG Docket No. 03-123
Speech-to-Speech Services for Individuals)	
With Hearing and Speech Disabilities)	
)	
Structure and Practices of the)	CG Docket No. 10-51
Video Relay Service Program)	

**THIRD AMENDMENT TO APPLICATION OF CSDVRS, LLC (D/B/A/ ZVRS), AS
INDIRECTLY MAJORITY-OWNED AND CONTROLLED BY KINDERHOOK, FOR
CERTIFICATION TO PROVIDE VIDEO RELAY SERVICE**

To: Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program

Pursuant to Section 1.65 of the Commission's rules,³ CSDVRS, LLC d/b/a ZVRS ("ZVRS"), as indirectly majority-owned and controlled by Kinderhook Capital Fund IV, L.P. and its affiliate Kinderhook Capital Fund IV-B, L.P., both of which are advised by Kinderhook Industries, LLC (collectively referred to herein as "Kinderhook"), hereby submits this second amendment to the pending and unopposed application (the "Application") filed on February 20, 2015 (and as amended on July 14, 2015) seeking a full certification for ZVRS to provide Video Relay Service ("VRS") that is eligible for compensation from the Interstate Telecommunication Relay Service Fund ("TRS Fund").⁴

Specifically, the applicants are hereby submitting a revised Exhibit A which contains an updated list of ZVRS call centers.

³ 47 C.F.R. § 1.65.

⁴ ZVRS is currently operating pursuant to a conditional certification on an interim basis following the consummation of Kinderhook's acquisition of ZVRS on February 5, 2015. *See Notice of Grant of Conditional Certification for CSDVRS, LLC, to Provide Video Relay Service After Its Acquisition by Kinderhook Capital Fund IV, L.P.*, Public Notice, 29 FCC Red 16237 (CGB rel. Dec. 23, 2014) ("Public Notice"), *recon. denied*, Order, 30 FCC Red 583 (CGB rel. Jan 29, 2015).

There are no updates to Exhibits B, C or D.

A revised Exhibit E is attached. Exhibit E contains a description of the organizational structure of ZVRS that reflects consummation of the Kinderhook transaction, and also identifies those individuals or entities that hold at least a 10 percent equity interest in ZVRS, have the power to vote 10 percent or more of the securities of ZVRS, or exercise *de Jure* or *de facto* control over ZVRS.⁵ Exhibit E also provides an updated list of the names of ZVRS' executives and officers and the members of its board of directors.⁶

Also attached is a revised Exhibit F which provides an updated organizational chart.

In addition, ZVRS has attached a revised Exhibit G which provides an updated list of the number of full-time and part-time ZVRS employees involved in ZVRS' TRS operations, categorized by the following positions: the executives and officers; video phone installers; CAs; persons involved in marketing and sponsorship activities; and persons involved in administration and operations.⁷

ZVRS has attached a revised Exhibit H which provides an updated list of sponsorship agreements.

Finally, ZVRS has attached its updated Compliance Plan as Exhibit I.

ZVRS remains committed to providing the highest quality service and a variety of innovative products that support the needs of relay consumers. For the reasons set forth in the Application, as amended herein, it is in the public interest to grant ZVRS, as indirectly majority-

⁵ 47 C.F.R. § 64.606(a)(2)(ii)(B).

⁶ *Id.*

⁷ 47 C.F.R. § 64.606(a)(2)(ii)(C).

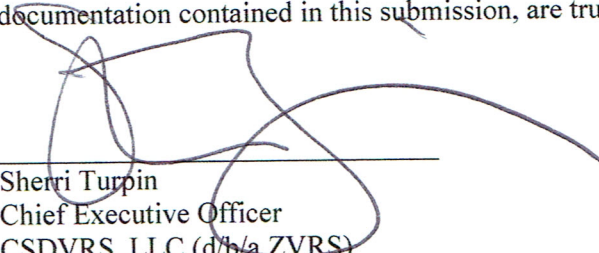
owned and controlled by Kinderhook, a full certification to receive direct compensation from the TRS Fund for the provision of VRS.

Respectfully submitted,
/s/
Gregory Hlibok
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November 21, 2016

DECLARATION OF CORPORATE OFFICER

I swear under penalty of perjury that I am Sherri Turpin, Chief Executive Officer of the above-named applicant; that I have examined the foregoing submissions; that all information required under the Commission's rules and orders has been provided and that all statements of fact, as well as all documentation contained in this submission, are true, accurate, and complete.



Sherri Turpin
Chief Executive Officer
CSDVRS, LLC (d/b/a ZVRS)

Date: November ____, 2016

Exhibit A

Call Center Leases

[REDACTED]

Exhibit E

Names of ZVRS' Executives, Officers and Board Members

[REDACTED]

Exhibit F

Organizational Structure Diagram

[REDACTED]

Exhibit G

TRS Personnel

[REDACTED]

Exhibit H

Sponsorship Agreements

[REDACTED]

Exhibit I

Compliance Plan

[REDACTED]